

Figure 1

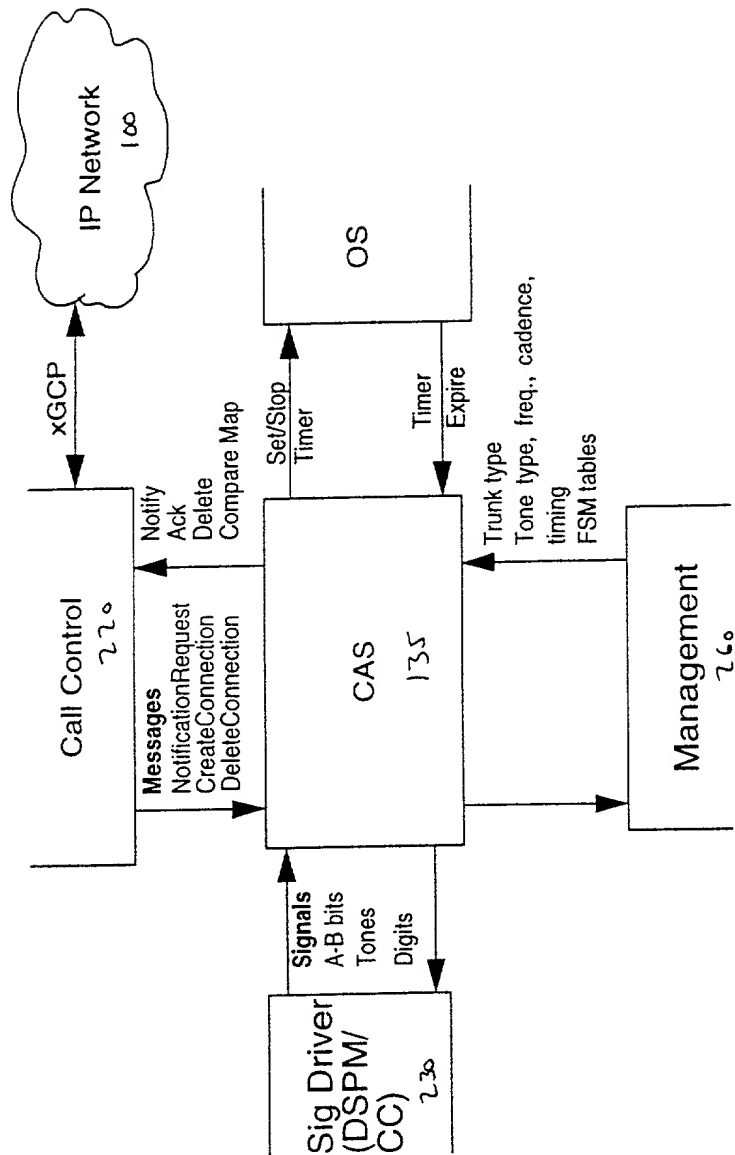


Figure 2

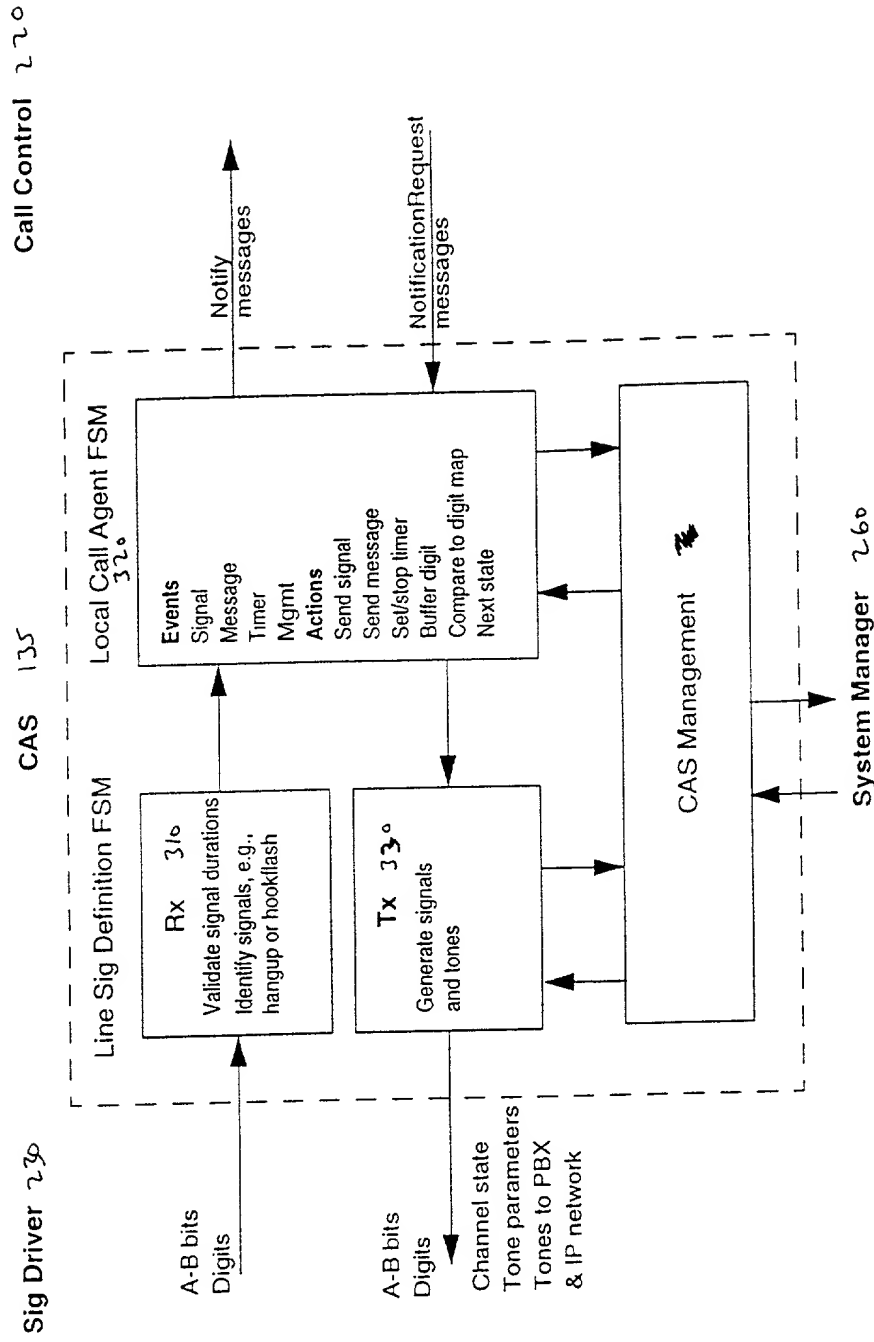


Figure 3

allow a user to define a state, an event, or an action of a telephony protocol

~ 410

download the user defined state, event, or action to a CAS engine

~ 420

change a telephony protocol of the CAS engine corresponding to idle telephone lines associated with the CAS engine based on the user defined state, event, or action

~ 430

Figure 4